

# Orientation Topics

Your orientation session is the 'welcome mat' to your new volunteer. It's during this important time that you put your agencies' best foot forward, sharing your mission and philosophies.

Some topics to cover in an orientation session:

- ❖ Description and history of your organization
- ❖ Description of the programs and clientele
- ❖ How the organization relates to the community and to other agencies
- ❖ Description of the volunteer program
- ❖ Organizational flow chart and introduction to key staff
- ❖ Timeline of major organizational events throughout the year
- ❖ Volunteer manual on policy and procedures
- ❖ Facilities orientation: office layout, phones, restrooms, break rooms, parking etc.
- ❖ Volunteer benefits
- ❖ Volunteer training schedule
- ❖ Introduction of supervisory system and personnel
- ❖ Record-keeping requirements
- ❖ Emergency procedures
- ❖ Evaluation and review process
- ❖ System for changing schedule or notifying of absence

Sections of an orientation may effectively be done with groups of paid and non-paid staff. Consider revising your orientation schedule to accommodate and include all new staff.

A  
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